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**UNITED STATES DISTRICT COURT  
CENTRAL DISTRICT OF CALIFORNIA**

KORTTNEY ELLIOTT,

Plaintiff,

vs.

DIANA’S MEXICAN FOOD PRODUCTS  
INC.; and DOES 1 through 10,  
Defendants.

**Case No.:**

**COMPLAINT FOR INJUNCTIVE  
RELIEF AND DAMAGES FOR  
VIOLATION OF:**

1. AMERICANS WITH DISABILITIES  
ACT, 42 U.S.C. §12131 et seq.;
2. CALIFORNIA’S UNRUH CIVIL  
RIGHTS ACT, CAL CIV. CODE §§ 51 -  
52 et seq.;
3. CALIFORNIA’S DISABLED  
PERSONS ACT, CAL CIV. CODE §54 et  
seq.
4. CALIFORNIA HEALTH & SAFETY  
CODE § 19955, et seq.
5. NEGLIGENCE

Plaintiff KORTTNEY ELLIOTT (“Plaintiff”) complains of Defendants DIANA’S  
MEXICAN FOOD PRODUCTS INC.; and DOES 1 through 10 (“Defendants”) and  
alleges as follows:

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**PARTIES**

1  
2 1. Plaintiff is a California resident with a physical disability. Plaintiff suffers  
3 from hemiplegia, is substantially limited in her ability to walk and requires the use of a  
4 wheelchair at all times when traveling in public.

5 2. Defendants are, or were at the time of the incident, the real property owners,  
6 business operators, lessors and/or lessees of the real property for a restaurant  
7 (“Business”) located at or about 2905 Durfee Ave., El Monte, California.

8 3. The true names and capacities, whether individual, corporate, associate or  
9 otherwise of Defendant DOES 1 to 10, and each of them, are unknown to Plaintiff, who  
10 therefore sues said Defendants by such fictitious names. Plaintiff will ask leave of Court  
11 to amend this Complaint when the true names and capacities have been ascertained.  
12 Plaintiff is informed and believes and, based thereon, alleges that each such fictitiously  
13 named Defendants are responsible in some manner, and therefore, liable to Plaintiff for  
14 the acts herein alleged.

15 4. Plaintiff is informed and believes, and thereon alleges that, at all relevant  
16 times, each of the Defendants was the agent, employee, or alter-ego of each of the other  
17 Defendants, and/or was acting in concert with each of the other Defendants, and in doing  
18 the things alleged herein was acting with the knowledge and consent of the other  
19 Defendants and within the course and scope of such agency or employment relationship.

20 5. Whenever and wherever reference is made in this Complaint to any act or  
21 failure to act by a defendant or Defendants, such allegations and references shall also be  
22 deemed to mean the acts and failures to act of each Defendant acting individually, jointly  
23 and severally.

24 **JURISDICTION AND VENUE**

25 6. The Court has jurisdiction of this action pursuant to 28 USC §§ 1331 and  
26 1343 for violation of the Americans with Disabilities Act of 1990, (42 USC §12101, *et*  
27 *seq.*)  
28

1           7. Pursuant to pendant jurisdiction, attendant and related causes of action,  
2 arising from the same nucleus of operating facts, are also brought under California law,  
3 including, but not limited to, violations of California Civil Code §§51, 51.5, 52(a), 52.1,  
4 54, 54., 54.3 and 55.

5           8. Plaintiff's claims are authorized by 28 USC §§ 2201 and 2202.

6           9. Venue is proper in this court pursuant to 28 USC §1391(b). The real  
7 property which is the subject of this action is located in this district, Los Angeles County,  
8 California, and that all actions complained of herein take place in this district.

9                                   **FACTUAL ALLEGATIONS**

10          10. In or about February of 2022, Plaintiff went to the Business.

11          11. The Business is a restaurant business establishment, open to the public, and  
12 is a place of public accommodation and affects commerce through its operation.  
13 Defendants provide parking spaces for customers.

14          12. While attempting to enter the Business during each visit, Plaintiff personally  
15 encountered a number of barriers that interfered with her ability to use and enjoy the  
16 goods, services, privileges, and accommodations offered at the Business.

17          13. To the extent of Plaintiff's personal knowledge, the barriers at the Business  
18 included, but were not limited to, the following:

- 19               a. Defendants failed to comply with the federal and state standards for  
20 the parking space designated for persons with disabilities. Defendants  
21 failed to post required signage such as "Van Accessible."  
22               b. Defendant failed to maintain the parking space designated for persons  
23 with disabilities to comply with the federal and state standards.  
24 Defendants failed to maintain the paint on the ground as required.  
25               c. Defendant failed to maintain the parking space designated for persons  
26 with disabilities to comply with the federal and state standards.  
27 Defendants failed to provide the access aisles with level surface  
28 slopes.

1           14. These barriers and conditions denied Plaintiff the full and equal access  
2 to the Business and caused her difficulty and frustration. Plaintiff wishes to return and  
3 patronize the Business, however, Plaintiff is deterred from visiting the Business because  
4 her knowledge of these violations prevents her from returning until the barriers are  
5 removed.

6           15. Based on the violations, Plaintiff alleges, on information and belief, that  
7 there are additional barriers to accessibility at the Business after further site inspection.  
8 Plaintiff seeks to have all barriers related to her disability remedied. *See Doran v. 7-*  
9 *Eleven, Inc.* 524 F.3d 1034 (9<sup>th</sup> Cir. 2008).

10           16. In addition, Plaintiff alleges, on information and belief, that Defendants  
11 knew that particular barriers render the Business inaccessible, violate state and federal  
12 law, and interfere with access for the physically disabled.

13           17. At all relevant times, Defendants had and still have control and dominion  
14 over the conditions at this location and had and still have the financial resources to  
15 remove these barriers without much difficulty or expenses to make the Business  
16 accessible to the physically disabled in compliance with ADDAG and Title 24  
17 regulations. Defendants have not removed such barriers and have not modified the  
18 Business to conform to accessibility regulations.

19                           **FIRST CAUSE OF ACTION**

20           **VIOLATION OF THE AMERICANS WITH DISABILITIES ACT OF 1990**

21           18. Plaintiff incorporates by reference each of the allegations in all prior  
22 paragraphs in this complaint.

23           19. Under the Americans with Disabilities Act of 1990 (“ADA”), no individual  
24 shall be discriminated against on the basis of disability in the full and equal enjoyment of  
25 the goods, services, facilities, privileges, advantages, or accommodations of any place of  
26 public accommodation by any person who owns, leases, or leases to, or operates a place  
27 of public accommodation. *See* 42 U.S.C. § 12182(a).

28           20. Discrimination, *inter alia*, includes:

- 1           a.     A failure to make reasonable modification in policies, practices, or  
2                     procedures, when such modifications are necessary to afford such  
3                     goods, services, facilities, privileges, advantages, or accommodations  
4                     to individuals with disabilities, unless the entity can demonstrate that  
5                     making such modifications would fundamentally alter the nature of  
6                     such goods, services, facilities, privileges, advantages, or  
7                     accommodations. 42 U.S.C. § 12182(b)(2)(A)(ii).
- 8           b.     A failure to take such steps as may be necessary to ensure that no  
9                     individual with a disability is excluded, denied services, segregated or  
10                    otherwise treated differently than other individuals because of the  
11                    absence of auxiliary aids and services, unless the entity can  
12                    demonstrate that taking such steps would fundamentally alter the  
13                    nature of the good, service, facility, privilege, advantage, or  
14                    accommodation being offered or would result in an undue burden. 42  
15                    U.S.C. § 12182(b)(2)(A)(iii).
- 16          c.     A failure to remove architectural barriers, and communication barriers  
17                     that are structural in nature, in existing facilities, and transportation  
18                     barriers in existing vehicles and rail passenger cars used by an  
19                     establishment for transporting individuals (not including barriers that  
20                     can only be removed through the retrofitting of vehicles or rail  
21                     passenger cars by the installation of a hydraulic or other lift), where  
22                     such removal is readily achievable. 42 U.S.C. § 12182(b)(2)(A)(iv).
- 23          d.     A failure to make alterations in such a manner that, to the maximum  
24                     extent feasible, the altered portions of the facility are readily  
25                     accessible to and usable by individuals with disabilities, including  
26                     individuals who use wheelchairs or to ensure that, to the maximum  
27                     extent feasible, the path of travel to the altered area and the  
28                     bathrooms, telephones, and drinking fountains serving the altered

1 area, are readily accessible to and usable by individuals with  
2 disabilities where such alterations to the path or travel or the  
3 bathrooms, telephones, and drinking fountains serving the altered  
4 area are not disproportionate to the overall alterations in terms of cost  
5 and scope. 42 U.S.C. § 12183(a)(2).

6 21. Where parking spaces are provided, accessible parking spaces shall be  
7 provided. 1991 ADA Standards § 4.1.2(5); 2010 ADA Standards § 208. One in every  
8 eight accessible spaces, but not less than one, shall be served by an access aisle 96 in  
9 (2440 mm) wide minimum and shall be designated “van accessible.” 1991 ADA  
10 Standards § 4.1.2(5)(b). For every six or fraction of six parking spaces, at least one shall  
11 be van parking space. 2010 ADA Standards § 208.2.4.

12 22. Under the ADA, the method and color of marking are to be addressed by  
13 State or local laws or regulations. *See* 36 C.F.R., Part 1191. Under the California  
14 Building Code (“CBC”), the parking space identification signs shall include the  
15 International Symbol of Accessibility. Parking identification signs shall be reflectorized  
16 with a minimum area of 70 square inches. Additional language or an additional sign  
17 below the International Symbol of Accessibility shall state “Minimum Fine \$250.” A  
18 parking space identification sign shall be permanently posted immediately adjacent and  
19 visible from each parking space, shall be located with its centerline a maximum of 12  
20 inches from the centerline of the parking space and may be posted on a wall at the  
21 interior end of the parking space. *See* CBC § 11B-502.6, *et seq.*

22 23. Moreover, an additional sign shall be posted either in a conspicuous place at  
23 each entrance to an off-street parking facility or immediately adjacent to on-site  
24 accessible parking and visible from each parking space. The additional sign shall not be  
25 less than 17 inches wide by 22 inches high. The additional sign shall clearly state in  
26 letters with a minimum height of 1 inch the following: “Unauthorized vehicles parked in  
27 designated accessible spaces not displaying distinguishing placards or special license  
28

plates issued for persons with disabilities will be towed always at the owner's expense..."  
*See* CBC § 11B-502.8, *et seq.*

24. Here, Defendants failed to provide signs stating "Van Accessible."

25. For the parking spaces, access aisles shall be marked with a blue painted borderline around their perimeter. The area within the blue borderlines shall be marked with hatched lines a maximum of 36 inches (914 mm) on center in a color contrasting with that of the aisle surface, preferably blue or white. The words "NO PARKING" shall be painted on the surface within each access aisle in white letters a minimum of 12 inches (305 mm) in height and located to be visible from the adjacent vehicular way. CBC § 11B-502.3.3.

26. Here, Defendants failed to properly maintain the access aisles as there were no "NO PARKING" and faded blue lines painted on the parking surface.

27. Under the 1991 Standards, parking spaces and access aisles must be level with surface slopes not exceeding 1:50 (2%) in all directions. 1991 Standards § 4.6.2. Accessible parking spaces shall be at least 96 in (2440 mm) wide. Parking access aisles shall be part of an accessible route to the building or facility entrance and shall comply with 4.3. Two accessible parking spaces may share a common access aisle. Parked vehicle overhangs shall not reduce the clear width of an accessible route. Parking spaces and access aisles shall be level with surface slopes not exceeding 1:50 (2%) in all directions. 1991 Standards § 4.6.3.

28. Here, the access aisles were not level with the parking surfaces. Under the 2010 Standards, access aisles shall be at the same level as the parking spaces they serve. Changes in level are not permitted. 2010 Standards § 502.4. "Access aisles are required to be nearly level in all directions to provide a surface for transfer to and from vehicles." 2010 Standards § 502.4 Advisory. *Id.* No more than a 1:48 slope is permitted.

29. A public accommodation shall maintain in operable working condition those features of facilities and equipment that are required to be readily accessible to and usable by persons with disabilities by the Act or this part. 28 C.F.R. 35.211(a).







36. The actions and omissions of Defendants alleged herein constitute a denial of full and equal accommodation, advantages, facilities, privileges, or services by physically disabled persons within the meaning of California Civil Code §§ 51 and 52. Defendants have discriminated against Plaintiff in violation of California Civil Code §§ 51 and 52.

37. The violations of the Unruh Civil Rights Act caused Plaintiff to experience difficulty, discomfort, or embarrassment. The Defendants are also liable for statutory damages as specified in California Civil Code §55.56(a)-(c).

### **THIRD CAUSE OF ACTION**

#### **VIOLATION OF CALIFORNIA DISABLED PERSONS ACT**

38. Plaintiff incorporates by reference each of the allegations in all prior paragraphs in this complaint.

39. California Civil Code § 54.1(a) states, “Individuals with disabilities shall be entitled to full and equal access, as other members of the general public, to accommodations, advantages, facilities, medical facilities, including hospitals, clinics, and physicians’ offices, and privileges of all common carriers, airplanes, motor vehicles, railroad trains, motorbuses, streetcars, boats, or any other public conveyances or modes of transportation (whether private, public, franchised, licensed, contracted, or otherwise provided), telephone facilities, adoption agencies, private schools, hotels, loading places, places of public accommodations, amusement, or resort, and other places in which the general public is invited, subject only to the conditions and limitations established by law, or state or federal regulation, and applicable alike to all persons.

40. California Civil Code § 54.3(a) states, “Any person or persons, firm or corporation who denies or interferes with admittance to or enjoyment of public facilities as specified in Sections 54 and 54.1 or otherwise interferes with the rights of an individual with a disability under Sections 54, 54.1 and 54.2 is liable for each offense for the actual damages, and any amount as may be determined by a jury, or a court sitting without a jury, up to a maximum of three times the amount of actual damages but in no

1 case less than one thousand dollars (\$1,000) and any attorney's fees that may be  
 2 determined by the court in addition thereto, suffered by any person denied the rights  
 3 provided in Section 54, 54.1, and 54.2.

4 41. California Civil Code § 54(d) specifies, "a violation of the right of an  
 5 individual under Americans with Disabilities Act of 1990 (Public Law 101-336) also  
 6 constitute a violation of this section, and nothing in this section shall be construed to limit  
 7 the access of any person in violation of that act.

8 42. The actions and omissions of Defendants alleged herein constitute a denial  
 9 of full and equal accommodation, advantages, and facilities by physically disabled  
 10 persons within the meaning of California Civil Code § 54. Defendants have  
 11 discriminated against Plaintiff in violation of California Civil Code § 54.

12 43. The violations of the California Disabled Persons Act caused Plaintiff to  
 13 experience difficulty, discomfort, and embarrassment. The Defendants are also liable for  
 14 statutory damages as specified in California Civil Code §55.56(a)-(c).

#### 15 **FOURTH CAUSE OF ACTION**

##### 16 **CALIFORNIA HEALTH & SAFETY CODE § 19955, et seq.**

17 44. Plaintiff incorporates by reference each of the allegations in all prior  
 18 paragraphs in this complaint.

19 45. Plaintiff and other similar physically disabled persons who require the use of  
 20 a wheelchair are unable to use public facilities on a "full and equal" basis unless each  
 21 such facility is in compliance with the provisions of California Health & Safety Code §  
 22 19955 et seq. Plaintiff is a member of the public whose rights are protected by the  
 23 provisions of California Health & Safety Code § 19955 et seq.

24 46. The purpose of California Health & Safety Code § 1995 et seq. is to ensure  
 25 that public accommodations or facilities constructed in this state with private funds  
 26 adhere to the provisions of Chapter 7 (commencing with Section 4450) of Division 5 of  
 27 Title 1 of the Government Code. The code relating to such public accommodations also  
 28 require that "when sanitary facilities are made available for the public, clients, or

1 employees in these stations, centers, or buildings, they shall be made available for  
2 persons with disabilities.

3 47. Title II of the ADA holds as a “general rule” that no individual shall be  
4 discriminated against on the basis of disability in the full and equal enjoyment of goods  
5 (or use), services, facilities, privileges, and accommodations offered by any person who  
6 owns, operates, or leases a place of public accommodation. 42 U.S.C. § 12182(a).  
7 Further, each and every violation of the ADA also constitutes a separate and distinct  
8 violation of California Civil Code §§ 54(c) and 54.1(d), thus independently justifying an  
9 award of damages and injunctive relief pursuant to California law, including but not  
10 limited to Civil Code § 54.3 and Business and Professions Code § 17200, et seq.

11 **FIFTH CAUSE OF ACTION**

12 **NEGLIGENCE**

13 48. Plaintiff incorporates by reference each of the allegations in all prior  
14 paragraphs in this complaint.

15 49. Defendants have a general duty and a duty under the ADA, Unruh Civil  
16 Rights Act and California Disabled Persons Act to provide safe and accessible facilities  
17 to the Plaintiff.

18 50. Defendants breached their duty of care by violating the provisions of ADA,  
19 Unruh Civil Rights Act and California Disabled Persons Act.

20 51. As a direct and proximate result of Defendants’ negligent conduct, Plaintiff  
21 has suffered damages.

22 **PRAYER FOR RELIEF**

23 WHEREFORE, Plaintiff respectfully prays for relief and judgment against  
24 Defendants as follows:

25 1. For preliminary and permanent injunction directing Defendants to comply  
26 with the Americans with Disability Act and the Unruh Civil Rights Act;

27 2. Award of all appropriate damages, including but not limited to statutory  
28 damages, general damages and treble damages in amounts, according to proof;

1           3.     Award of all reasonable restitution for Defendants' unfair competition  
2 practices;

3           4.     Reasonable attorney's fees, litigation expenses, and costs of suit in this  
4 action;

5           5.     Prejudgment interest pursuant to California Civil Code § 3291; and

6           6.     Such other and further relief as the Court deems just and proper.

7                               **DEMAND FOR TRIAL BY JURY**

8           Pursuant to Rule 38(b) of the Federal Rules of Civil Procedure, Plaintiff hereby  
9 demands a trial by jury on all issues so triable.

10  
11 Dated: April 1, 2022

SO. CAL. EQUAL ACCESS GROUP

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14 By: /s/ Jason J. Kim  
15 Jason J. Kim, Esq.  
16 Attorneys for Plaintiff  
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